

## **2020 Stakeholder survey: reflections on findings and recommendations and action taken**

### **Healthwatch in response**

In 2020, Healthwatch Brighton and Hove conducted an annual survey of stakeholders to understand their awareness of Healthwatch and assess their views on our activities over the previous year. You can read our report [here](#). The survey was conducted from 18th February to 25th March 2020 and contained thirteen questions. We received responses from 47 stakeholders. This is an increase of 88% on our 2019 survey, which attracted 25 stakeholders.

#### **Key findings:**

47 stakeholders told us the following (numbers represent those that responded to the specific question):

- 95% (43 stakeholders) said Healthwatch makes a positive impact on health care services.
- 91% (31 stakeholders) said Healthwatch makes a positive impact on social care services.
- 86% (40 stakeholders) said Healthwatch provides insight which positively impacts their organisation.
- 83% (39 stakeholders) said Healthwatch has strong credibility and produces quality work.
- 81% (38 stakeholders) said Healthwatch provides unique patient views that their organisation would otherwise not have access to.
- 77% (36 stakeholders) said Healthwatch has the ability to influence.

Key requests expressed by stakeholders who responded to our survey in 2020.	How Healthwatch has responded
<p>“Joint public meetings with third sector organisations.”</p>	<ul style="list-style-type: none"> <li>• We attend the Integrated Care System’s Assembly with other Voluntary, Community and Social Enterprises (VCSE) leads and Healthwatch instigated a pre-meet with VCSE partners to discuss agenda items.</li> <li>• We attend the Health and Wellbeing Board which also includes several VCSEs.</li> <li>• We are part of the Trust for Developing Communities (TDC) ‘Inclusive Communities Partnership’ work which involves several VCSE working together to deliver projects and we attend regular meetings.</li> <li>• We’ve increased our joint project and partnership working with local VCSEs including Sussex Interpreting Services, Bridging Change, Switchboard, Friend, Families and Travellers and many more.</li> </ul>
<p>“Telling more about what we have influenced and what we have changed.”</p> <p>“Advertise your findings more”</p> <p>and</p> <p>“Better promotion, user stories, [to find out] what really matters to people”.</p>	<ul style="list-style-type: none"> <li>• What we achieve is delivered by 6 staff members and over 30 volunteers.</li> <li>• We publish regular six and twelve monthly performance reports for our commissioner e.g. <a href="#">Healthwatch Brighton and Hove Annual Performance Report 2023 (1st April 2023 and 31st March 2024)</a></li> <li>• Our annual report, published every June, is targeted at our city’s residents and highlights our work and achievements over the past year. It details how people’s stories and experiences have helped to deliver change. <a href="#">Healthwatch Brighton and Hove - Annual Report 2023</a></li> <li>• This year, we published “<a href="#">How Healthwatch Brighton and Hove has used your stories to help improve health and social care services.</a>” Which describes what we have been doing with some of your feedback this year.</li> <li>• Our <a href="#">monthly newsletter</a> shares details of our work, reports and activities.</li> </ul>

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	<ul style="list-style-type: none"> <li>• We publish our reports on our <a href="#">website</a> which includes patient stories, testimonials, experiences and recommendations which we have developed as a result of this engagement.</li> <li>• We also share details of our work on our social media platforms.</li> <li>• Our efforts to better promote our work will be supported by new Communications and Engagement strategies which are both currently being written.</li> </ul>
"More social media activity."	<ul style="list-style-type: none"> <li>• We currently have accounts delivering messages across several digital platforms including 'X' (formerly Twitter), Facebook and Instagram. We also have a LinkedIn account which is used to publicise Healthwatch and YouTube channel to post relevant videos.</li> <li>• We have worked hard at trying to increase our social media activity, using this to engage project participants and to share project highlights and will continue to do this. This will be supported by new Communications and Engagement strategies.</li> </ul>
"Holding engagement events."	<ul style="list-style-type: none"> <li>• The COVID pandemic forced us to stop attending, or hosting, public events and activities. However, in this last year, we have returned to some in person events. Examples are:   <a href="#">Public engagement event – Brunswick Square festival</a>  <a href="#">Public engagement event – St Peter's Patient Participation Group 6.9.23</a>  <a href="#">Ageing Well event, Sept 2023</a> </li> </ul>

<b>Key requests expressed by stakeholders who responded to our survey in 2020.</b>	<b>How Healthwatch has responded</b>
	<ul style="list-style-type: none"> <li>• We will continue to identify further opportunities to deliver outreach activities.</li> </ul>
<p>“Include information on all GP surgery websites to increase patient awareness.”</p>	<ul style="list-style-type: none"> <li>• We have begun to publish CCQ reports following inspections of local GP practices on our website. We seek a response from NHS Sussex where the surgery has been rated as poor or inadequate e.g. <a href="#">Broadway surgery</a>.</li> <li>• We include various information on how to register with a GP on our website and will continue to update this.</li> <li>• We will also continue to add information to our website on any changes, mergers or closures of GP practices.</li> <li>• We will work with Primary Care commissioners to determine how we can best distribute Healthwatch promotional materials to all GP practices.</li> </ul>
<p>“Presentations to Councillors.”</p>	<ul style="list-style-type: none"> <li>• In May 2023, local elections were held with over 30 new Councillors being elected. In March 2020, a new CEO was appointed following the appointment of a new Chair the previous year. These changes represented an excellent opportunity for Healthwatch to engage with locally elected Council officials. In September 2023, the Healthwatch CEO and Chair started the process of meeting with Labour, Green and Conservative Councillors. We hope to speak with Independent Councillors too. These meetings identified patient concerns around some GP surgeries and vaping amongst young people which Healthwatch is exploring these issues with Primary</li> </ul>

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	<p>Care Leads at NHS Sussex and Children and Young People Leads at Brighton and Hove City Council.</p> <ul style="list-style-type: none"> <li>• We will continue to liaise with Councillors and MPs to share advice and information, details of our projects and news of our work.</li> </ul>
<p>“Healthwatch is too independent.”</p>	<ul style="list-style-type: none"> <li>• The independence of Healthwatch is vital to our role as a ‘critical friend’ to the health and social care system. We know from feedback given by decision makers that they value the challenge we bring and generally find it is delivered as helpful criticism. We try to make recommendations achievable and realistic.</li> <li>• Healthwatch is accountable to our Board of Directors. Their meetings are advertised on our website and are held in public. We are also accountable to Brighton and Hove City Council who commission our services and we provide regular performance reports (see above).</li> <li>• We also provide annual presentations to Councillors at the Health and Wellbeing Board and Health Overview and Scrutiny Committee.</li> <li>• Local Healthwatch are also accountable to Healthwatch England who support 152 local Healthwatch across the country and license us to use the Healthwatch brand. Healthwatch England are part of the Care Quality Commission (CQC), the official regulators but also operate with a high degree of independence.</li> <li>• We work in partnership with the two other Healthwatch teams in Sussex under the banner ‘Healthwatch in Sussex’ and have delivered a variety of joint projects together.</li> </ul>

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	<ul style="list-style-type: none"> <li>As described above, we work in partnership with other local VCSEs to strengthen our work and outreach.</li> </ul>
<p>“Attend Primary Care and Primary Care Patient Participation Group meetings.”</p>	<ul style="list-style-type: none"> <li>A Healthwatch authorised Meeting representative has joined the NHS Sussex’s Primary Care Commissioning Group (PCCG) where we are able to feedback on proposals which affect GP practices. Our volunteer attends this meeting on behalf of the three Healthwatch teams in Sussex and feeds back on discussions. This meeting is a rich source of intelligence for us and aids our understanding of issues affecting local practices.</li> <li>The Healthwatch CEO routinely meets with the Head of Primary Care Commissioning for Brighton and Hove to discuss local changes and issues affecting surgeries in the city. This provides a route to escalate any concerns.</li> <li>Healthwatch is represented on the newly created Integrated Care System’s “Planned Care, Diagnostic and Cancer Delivery Board”.</li> </ul>
<p>“Promote what Healthwatch does when visiting hospitals and meeting NHS staff.”</p>	<ul style="list-style-type: none"> <li>A vital aspect of our work is to explain what we activities we have done, what we have found out and what we have done as a result. We have begun to publish short reports describing our enter and view activities and other engagement events which are all now published on our website. Examples include:  <a href="#">Supporting the development of our local Emergency Department The Second Workshop</a>, April 2024  <a href="#">Enter and View Report: The Emergency Department at the Royal Sussex County Hospital March 2024</a></li> </ul>

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	<p><a href="#">Supporting the improvement of patient’s stay at our local Hospitals, 2023</a>  <a href="#">Supporting the development of our local hospital (new Cancer Centre), 2023</a>  <a href="#">Enter and View report: Maternity Ward at Royal Sussex County Hospital April 2023</a>  <a href="#">Our enter and view report on Sussex Partnership Foundation Trust sites, 2022</a>  <a href="#">Enter and View report: Royal Sussex County Hospital July 2022</a></p> <ul style="list-style-type: none"> <li>• We routinely meet with staff who work at our local hospitals to discuss our work, findings and to discuss any patient concerns we have heard about. We also use these discussions to identify future possible projects.</li> </ul>
<p>“Influence at officer level in health and care organisations.”</p>	<ul style="list-style-type: none"> <li>• Healthwatch is continuously seeking to influence the direction of travel and decisions at Board level meetings – we have attended 92 such meetings in the last year.</li> <li>• An example of how we influence at office level is as follows. In advance of a Special Health and Wellbeing Board, the Healthwatch Brighton and Hove CEO reviewed a revised draft of the Shared Delivery Plan. We provided Health and Wellbeing Board members with our commentary on the draft Shared Delivery Plan which had been presented to the Assembly in May and the progress made. Our CEO spoke to our report at the June HWB meeting. You can read our briefing report <a href="#">here</a> which describes how we helped to influence the final wording of the Plan.</li> <li>• The Healthwatch CEO meets regularly with senior staff at Sussex Partnership Foundation Trust and University Hospitals Sussex Trust (UHSx).</li> </ul>

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	<p>These conversations allow us to escalate patient concerns, share feedback and seek answers. These relationships productive and have resulted in the CEO of UHSx attending two Healthwatch public Board meetings to answer questions about CQC inspection reports and other matters.</p> <ul style="list-style-type: none"> <li>• We record the influence we make at meetings so that we can monitor our impact and how we are speaking up on behalf of patients.</li> </ul>
<p>“Children and Young People’s views and experiences of health and social care.”</p>	<ul style="list-style-type: none"> <li>• Collecting the voices of Children and Young People (CYP) is a critical element to the work of HWBH. We have taken this work in-house, having previously worked with YMCA Right Here and our young person’s projects delivered with their support are all available on our website.</li> <li>• This year, we commissioned the RuOK service (a local drink/drugs service) to understand the barriers to accessing services amongst LGBTQ+ CYP. The project started in September 2023 with a series of focus groups. The project will deliver a report and series of videos as well as a guide for professionals</li> <li>• We continue to have conversations about issues affecting children and young people and have been invited to join the City’s Mental Health and Emotional Wellbeing Partnership which enables us to keep abreast of the city’s plans and to initiate conversations about future projects e.g. we are exploring a project focussed on vaping.</li> </ul>
<p>“Healthwatch could be more demanding and robust in using its powers.”</p>	<ul style="list-style-type: none"> <li>• The legislative framework for Healthwatch is split between what Healthwatch must do (duties) and what they may do (powers). Healthwatch have a power under the Local Government and Public</li> </ul>



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	<p>Involvement in Health Act 2007 to carry out Enter and View visits. The purpose of an Enter and View visit is to collect evidence of what works well and what could be improved to make people’s experiences better. We use this evidence to make recommendations and inform changes both for individual services as well as health and social care systems wide.</p> <ul style="list-style-type: none"> <li>• We carry out most of our visits by working in partnership with providers and produce reports which we seek a response to e.g. <a href="#">Healthwatch visits to University Hospitals Sussex NHS Trust as part of the PLACE programme</a></li> <li>• We can also carry out Enter and Views unannounced where there is the urgent need to do so, as identified by us, although these types of visit are rare.</li> </ul>
<p>“[More impact on] care homes companies including cleaning companies.”</p>	<ul style="list-style-type: none"> <li>• Our Homecare Check service (previously ‘Lay Assessors Scheme’) is run in partnership with the local council. Our volunteers regularly visit and interview local residents who have home care services provided by independent companies, but paid for, either fully or partly, by the council. We report our findings to the council monthly so they can share them with the care providers and assess the quality and safety of services provided.</li> <li>• Our volunteers started on this project in September 2018, but it then paused during the Covid pandemic and we restarted the project in November 2022.</li> <li>• Our findings show that overall, the quality of service provided in our city is high. People value their carers, having regular familiar faces with time to build friendly relationships, and when visits are made at reliable fixed times in the day. When it comes to questions about the helpfulness of office staff,</li> </ul>

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	<p>rota's being provided, and being kept informed of changes in their care the feedback varies greatly across providers. You can read more about our successful project <a href="#">here</a> but since September 2018, 23 volunteers have interviewed 663 service users about their care from 14 different providers. We have produced 35 reports as a result.</p> <ul style="list-style-type: none"> <li>• During the Covid lockdown <a href="#">Healthwatch held a webinar aimed at supporting Relatives &amp; Carers in Care Homes</a>. This followed an event designed to "<a href="#">Amplify the voices of relatives with loved ones in Care Homes across Sussex – our message to MPs and Councillors</a>"</li> <li>• We have not carried out any work on cleaning companies as we have not been alerted to this as an issue.</li> </ul>
"Health and social integration."	<ul style="list-style-type: none"> <li>• The Health &amp; Care Act (2022) established a new approach for integrated working across health and social care. Integrated Care Systems were created at a regional level between NHS commissioners (those who fund services) and providers (those who deliver services), local authorities, and voluntary &amp; community sector organisations. Our Integrated Care System covers Sussex and is called <a href="#">Sussex Health &amp; Care</a>.</li> <li>• Every Integrated Care System is required to agree a high-level five year Integrated Care Strategy. The Sussex strategy, <a href="#">Improving Lives Together</a>, was adopted in late 2022. <i>Improving Lives Together</i> was developed from the three existing Sussex Joint Local Health &amp; Wellbeing Strategies (click <a href="#">here</a> to read the Brighton and Hove strategy) and from the East</li> </ul>

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	<p>Sussex, West Sussex and <a href="#">Brighton &amp; Hove</a> Joint Strategic Needs Assessments (JSNA's) which help to identify the current and future health and wellbeing needs of people living in each local authority.</p> <ul style="list-style-type: none"> <li>• Healthwatch played a pivotal role in the <a href="#">development</a> of the ICS strategy and routinely supports the ongoing development of the city's JSNA's through our projects. We also commented on the Sussex Shared Delivery Plan for a special Health and Wellbeing Board in June 2023. Read what we said and how we helped to influence the final document <a href="#">here</a>.</li> </ul>
"Raising safeguarding concerns."	<ul style="list-style-type: none"> <li>• All Healthwatch staff and volunteers are required to complete safeguarding training and we have recently secured access to the Council's redeveloped training zone to support us in this. As a result, we are able to identify safeguarding concerns and report these as appropriate.</li> <li>• Our Homecare check project involves volunteers speaking to people in their own homes about the care the quality of the homecare they receive and through this project we have identified and reported several possible safeguarding concerns.</li> <li>• This year, we have undertaken a review of our approach to safeguarding and have updated both our Adults' and Childrens' polices.</li> <li>• We also undertook a self-assessment summary of our approach to safeguarding as part of the local peer challenge work, led by the city's Safeguarding Board (November 2023).</li> </ul>

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	<ul style="list-style-type: none"> <li>• A non-executive Director for Healthwatch Chairs the city's <a href="#">Safeguarding Adult Review Board</a>, and their work is reported against in the city's <a href="#">annual report</a>.</li> <li>• The non-executive Director and CEO both attend the city's Safeguarding Adults Board.</li> <li>• Healthwatch has supported the development of Sussex Community Foundation Trust's new safeguarding strategy.</li> </ul>
"Raising migrant community issues."	<ul style="list-style-type: none"> <li>• As part of our wider work we have for example, flagged issues affecting migrant communities in registering with GPs and the impact of the dental crisis.</li> <li>• We have not conducted any dedicated engagement activity with migrant groups although we have reached out with the help of local VCSE organisations to communities experiencing health inequalities which includes people who have migrated and made roots in Brighton and Hove.</li> <li>• We regularly review our Equalities data to measure how well we are doing at connecting with less heard from communities and will use this to develop our Communications and Engagement strategies to ensure that reach a broad cross-section of our city's residents and to ensure that all voices are heard.</li> </ul>